

TEMPLATE 6

The weekly one-on-one

Part 6. Fifteen minutes, same time every week, and don't move it. The predictability is doing most of the work.

Rep _____

Week of _____

1. Their numbers, on the table. No surprises, ever.

2. One thing that went well. Specific and real.

3. One thing to work on. The same one as last week until it's done.

4. "What's in your way?" Then be quiet.

5. What they're aiming at next week. Their number, said by them.

Watch for these between one-on-ones

☐ Doors per day fell two days running

☐ They stopped asking questions

☐ They've gone quiet in the group

☐ A sharp change in their own pattern

The response to all four is the same, and it isn't a warning: a direct, private "Something feels different. What's going on?" Early in the drift you can still change it. Three weeks in, you're being told about a decision.